



Bassbuds Neo TWS Earbuds - User Guide



Important: pTron 'Bassbuds Neo' is set at 50% default volume. You can increase the volume through the Earbuds or through the connected device.



TO CHARGE THE CHARGING CASE

- i. Connect the C-type USB cable to the charging case and the USB end to a 5V power source.
- ii. Plug the USB connector of the cable into a USB 5V/1A power source.
- iii. The indicator light will blink red while the charging case is getting charged. Depending on the power delivered to the charging case, the charging case will take approximately 1 to 1.5 hour to completely charge.
- iv. The charging case's red indicator light will get steady when the case is fully charged.

CHARGING THE EARBUDS

- i. Place both the earbuds into the charging case properly and close the charging case cap/lid. Earbuds will start charging automatically.
- ii. The charging case indicator light will blink blue while the earbuds are getting charged.
- iii. The charging case indicator light will turn off when the earbuds are fully charged.

POWER ON/OFF

- i. **POWER ON:** Simply open the charging case cap and take out the earbuds from the charging case. The earbuds will automatically turn on.

OR

Press and hold the Touch Sensitive Area (TSA) on both L and R earbuds for 3 seconds simultaneously, then release when you hear the voice prompts, "POWER ON".

- ii. **POWER OFF:** Long Touch on TSA of either bud Or keep both the earbuds in the charging case and close the charging case cap properly.

Mode Change:-

Game Mode: Tipple-touch TSA on Right earbud. Both earbuds will respond with a voice prompt, "Game Mode".

Music Mode: Tipple-touch TSA on Right earbud. Both earbuds will respond with a voice prompt, "Music Mode".

Important: Whenever you switch on the earbuds, earbud mode will be in Music mode; you need to change the mode as per your preference, ENC (environmental noise cancellation) mode is by default activated all the time.

SMART PAIRING AND BLUETOOTH CONNECTIVITY

- i. Open the charging case cap to turn on the earbuds.
- ii. Wait for 2-3 seconds until the left and right earbuds pair with each other.
- iii. Take out the both earbuds from the charging case, turn on the Bluetooth on your phone, and tap "pTron TWS" to connect. Both earbuds will respond with a voice prompt: "connected".
- iv. When the Bluetooth signal is lost, the earbuds will respond with a voice prompt "DISCONNECTED" and will shut down automatically after 5 minutes.
- v. When the earbuds power on, the earbuds will connect to the last paired device automatically. If not, please repeat the above steps.

CALL, MUSIC & VOLUME CONTROL FUNCTIONS

Call:-

To Answer A Call: Tap on the TSA of either earbud once.

To End A Call: Tap on the TSA of either earbud once. Both earbuds will respond with a beep sound.

To Redial A Call: Tap on the right earbud TSA 4 times consecutively

To Reject A Call: Long touch TSA on either earbud. Both earbuds will respond with a voice prompt "Call rejected".

Music:-

To Play and Pause Music: Touch TSA on either earbud once.

To Play the next song: Touch TSA on the right earbud twice.

To Play the Previous Song: Touch TSA on Left earbud twice.

Volume Control:-

Volume Increase: Long touch TSA on Right earbud.Both earbuds will respond with a beep sound.

Volume Decrease: Long touch TSA on Left earbud.Both earbuds will respond with a beep sound.

Voice Assistant: Tiple-touch TSA on Left earbud to activate default smart voice assistant. The respective voice assistant screen pops up on the connected device and you may place your command.

Tips: You may try out the following comman

What is the weather ?
Take a selfie.



Important: If Voice Assistance does not activate, the functionality must first be enabled through your media device settings.

Mono (Single) Earbud Usage:-

- i. Please note that any earbuds can be used in mono mode. Take out any one earbud from the charging case and close the charging case cap.
- ii. The selected earbud automatically enters pairing (connecting) mode.
- iii. Turn on Bluetooth on your media device and search for "pTron TWS" to connect.

Important:

- ◆ To switch to **Stereo Mode (both earbuds)**, simply take out the other earbud from the case. It will automatically power on and pair with the previous selected earbud, hence enabling stereo usage.
- ◆ You cannot use the below functions in mono (single earbud) mode:-
 - i. Music/Game mode change or voice assistance.
 - ii. Volume increase or volume decrease function.
 - iii. Next song or previous song function.

Troubleshooting:-

Scenario 1 : One Earbud is Not Working

- a. Place both the earbuds in the charging case and close the charging case cap.
- b. Take out both the earbuds together from the charging case.
- c. Wait until L & R earbud pair to each other.
- d. Turn ON the Bluetooth on your phone, search for "pTron TWS" & connect.

Scenario 2 : Earbuds Not Connecting/Scanning

- a. Place both the earbuds in the charging case and close the charging case cap.
- b. Take out both the earbuds together from the charging case.
- c. Restart your Bluetooth device or phone.
- d. Now, search for " pTron TWS" on your Bluetooth device & connect.

Scenario 3 : Earbuds Disconnecting During a Phone Call

- a. Charge earbuds 100% before use.
- b. Restart the earbuds and reconnect with your device.

Important: Please use this TWS within a 10 metre wireless range from the connected device.

Safety Precautions

- Keep the device out of extreme heat and humidity.
- Play time may vary depending on personal habits,
- Using incompatible USB cable or high voltage chargers can damage the product & void the product warranty. We strongly recommend using a good quality DC5V-1A chargers & the USB cable included in the package.
- Please don't over-charge the product as it will decrease the service life of battery.
- Read all warnings on the product and in the operating instructions.
- It is recommended to utilize the product below the maximum volume in order to protect hearing and extend the ear-buds' service life.
- Please don't open/temper the product or product's battery.
- Please keep the product out of children's reach.
- Stop using this product immediately if it causes discomfort or pain.
- Dispose the product responsibly and adhere to your local authority guidelines.

Packing Box Content

1 pair of earbuds, 1 Charging Case, 1 USB Type-C charging cable, 1 User Manual/Warranty QR Card & 2 pairs of silicone ear tips

What is Covered in Warranty?

- ✓ Manufacturing defects in materials and workmanship of the product ONLY. This warranty applies when the product is used under normal conditions and the purpose for which the product was designed.
- ✓ No warranty on product accessories such as silicone ear tips, ear hooks, small charging USB cables.
- ✓ To avail warranty, Product Registration is Mandatory at <https://ptron.in/apps/product-registration>
- ✓ Please read through the complete warranty details at <https://ptron.in/pages/repair-service-warranty>

Customer Care Details:

Mail: support@ptron.in

Tel: 040 - 67138888

Service Centers List: <https://ptron.in/pages/ptron-service-centers>

Disclaimer: The colour and specifications shown in or mentioned in the user manual may differ from the actual product. Images shown are for representation purposes only. Other product logos and company names mentioned herein may be trademarks or trade names of their respective owners.